

## MATRIX OF WSP PERFORMANCE MEASURES RESULTS

*The purpose of this document is to provide a picture of performance measurements, results and projections over a multiple year period. This matrix was used as a tool to help understand the depth and consistency of performance measurements. The sources of this data are the Performance Progress Reports for each biennium.*

*Goals are identified in the yellow blocks. Goals tended to change for each biennium so the measures were consolidate under groups of goals that focused in much the same areas. Measures that relate to the goals are grouped underneath. Data that is a projection or estimate is followed by “e”.*

Performance Measures	1998	1999	2000	2001	2002	2003	2004	2005
<b>Goals:</b> <b>1997-1999 Provide a safer motoring environment for the traveling public on all state transportation routes</b> <b>1999-2003 Increase responsiveness to citizens' expectations for public safety and security</b> <b>2003-2005 Make Washington roadways safe for the efficient transit of people and goods</b>								
Percentage of adult drivers wearing seat belts	85%	81%	81.1%	81.6%	82.6%	95.5%	94.9%e	97.2%e
Percentage of vehicles over the posted speed limit	56%	65%						
Percentage of respondents who perceive that WSP does a good job fulfilling its mission	89%	88%	89.3%	88%e				
Number of violator contacts	869,200	812,266	799,228	762,896			467,000e	467,000e
Number of alcohol enforcement contacts	18,222	14,693	20,300	22,725				
Number of persons with criminal records detected by background checks	17,502	18,190	14,988	15,026				
Motorist assists			444,086	443,486			841,000e	841,000e
Commercial vehicles weighed			1,786,758	1,709,880				
Percentage of overweight commercial vehicles on the state and interstate highway system			7.35%	4.9%	1.24%	1%	1%e	1%e
Total number of commercial vehicle safety inspections conducted					93,931	129,146	132,000e	132,000e
1997-1999 Number of persons arrested and job applicants found via fingerprint to be using alias names; 1999-2001 Applicants detected using alias names (AFIS hits)	5,111	5,794	5,726	8,253				
Firefighters trained at the Fire Training Academy			6,160	6,817				
Number of court dispositions processed by the Ident Section					212,325	489,352		
Percentage of time that the W2 system is available					99%	99%		
Reduce the number of injury collisions caused by speeding drivers							3,847e	3,748e

Performance Measures	1998	1999	2000	2001	2002	2003	2004	2005
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**Goals:**

**1997-1999 Increase public safety through adequate staffing and training of personnel**

Average cost of trooper per productive hour	\$35.67	\$39.18						
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**Goals:**

**1997-1999 Conduct investigations according to legislative mandates relating to license fraud and tax evasion**

Total revenue identified by license fraud investigations	\$5,290,000	\$8,210,000						
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**Goals:**

**1997-1999 Provide quality service to members of the criminal justice community in support of their missions**

**2003-2005 Expand our ability to meet the need for vital forensic and criminal justice services statewide**

Total number of crime laboratory cases completed; Crime Lab cases analyzed	19,800	33,878	23,012	22,399			21,500	22,000
Response time for 10-print fingerprint processing			57 days?	24 days?				
Auto theft investigations			2,088	2,311				
Percent of stolen vehicles recovered by WSP			4%	3%				
Reduce DNA median turnaround time							90 days	60 days

**Goals:**

**1997- 1999 Seek partnerships with communities, other governments and public/private organizations in the delivery of service**

**1999-2001 Consistently improve performance, systems and personnel**

**1999 –2001 Increase the use and effectiveness of collaboration, partnerships and strategic alliances**

Number of persons arrested and job applicants found via fingerprint to be using alias names	5,111	5,794						
Percentage of POPS community issues resulting in problem reduction/elimination			20%	20%				
Percent of meth lab requests for assistance responded to			73%	73.6%	72%	100%		

Performance Measures	1998	1999	2000	2001	2002	2003	2004	2005
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**Goals:**

**1999-2001 Increase our ability to provide public safety through the acquisition of human, financial, technological, information and physical resources**

**2003-2005 Leverage technology to improve business processes, systems and statewide communications interoperability**

Average pursuit mileage retirement (miles)			117,500	108,000				
Name and date of birth checks processed through the WATCH program (electronic background checks)			500,000	734,959			880,000 e	1,000,000 e
Ratio of manual to electronic name and date of birth checks received			1 to 3.1	1 to 7.7			1 to 8	1 to 9
Total background checks processed							1,030,000 e	1,130,000 e
Number of fire departments reporting to Washington Incident Reporting System			185	205				
Percentage of departments reporting to the State Patrol			28%	32%				
Number of affected group employees hired as trooper cadets			22	11				
Percentage of affected groups in commissioned ranks			26%	18%				